

Reporting Dental Materiel Problems through Medical Logistics (1/06)

Dental personnel occasionally discover defects or encounter problems with materiel used in their dental facility. For example, an impression material or an x-ray machine may not perform as the manufacturer advertises or may be a hazard to patients and the dental staff. Materiel defects are uncommon, but sometimes are evidence of a generalized problem with a batch or brand of the product that other facilities are also encountering. Poor manufacturer support can also occasionally be experienced following purchase of a product. If you identify a materiel or manufacturer support problem, there are a couple of things that you should do:



1. Call DECS [DSN 429-8224, Commercial (210) 916-8224] or send us an [e-mail](#) and let us know about the problem.

2. Most importantly, have your medical logistics office submit the online form (Medical/Dental Product Quality Deficiency Report) available at: <https://dmmonline.dscp.dla.mil/Portal/Customer/PqdrInstructions.aspx>. The online form replaces the former SF380 and is the customer's way of letting the system know there is a quality deficiency with a medical product. Deficiencies should be submitted on Defense Medical Standardization Board (DMSB) standardized and non-standardized items. It is also the vehicle for submitting Safe Medical Device (SMD) incidents. Examples of discrepancies which should be reported are:

- wrong or deficient labeling
- foreign or particulate matter in liquids and solids
- imperfectly manufactured items
- suspected sub-potency or super-potency
- defective devices
- pinholes in tubing
- faulty calibrations
- systemic equipment failures
- poor quality products

Department of Defense Medical Materiel Complaints are categorized as a category 1 or 2. A category 1 complaint is described as an item or event that could cause serious injury or illness or loss of life. Category 1 can only be submitted with the approval of a medical officer. All others are category 2.

Questions concerning the Medical Product Reporting Process may be answered by consulting:

1. AR 40-61, dated 25 Jan 95, Chapter III, para 3-70 through 3-72;
2. The local Medical Supply Officer; or
3. The Commander, Defense Supply Center Philadelphia (address below)
ATTN: DSCP-MRCM
700 Robbins Avenue
Philadelphia, PA 19111-5092
Fax: (215) 737-8150